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(520) 331-4548

### SUMMARY

Systems Engineer: IT network operations; IT production; technical writing; hardware installations; software installation and configuration. Internet research; quality assurance; administrative IT support, data entry; client support and IT projects.

### PROFESSIONAL EXPERIENCE

Labor Associate. Labor Systems. October 2015 – Present. Completed several skilled and unskilled labor projects for local businesses. Support of projects pertaining to warehouse, production, ramp work, on and off load of semi's, construction sites.

Systems Engineer. [Http://www.onlineinformation1.wix.com/493607540321882417](http://www.onlineinformation1.wix.com/493607540321882417). January 2012-Present. Ongoing IT project to include IT image production, technical writing and social media link tests. This project includes applying technologies available online and use online technologies to build a system. Project also includes tests of available technologies to achieve a nice quality of information and researched data. For example, tests of file configuration, product file conversion, scanning, gravatar, tagging, open office, pdf, html, png, jpeg, gif, bitmap and watermarks. In addition, also handled uploads of information and data to [Http://www.onlineinformation1.wix.com/493607540321882417](http://www.onlineinformation1.wix.com/493607540321882417). This also includes uploads of research material, file uploads, technical specifications and passwords to readers in many different languages.

System Engineer. IT Network Operations between July 2004 - December 2011. Trawick & Associates, Jones Networking, K-Force, IBNC, Paladin, Spherion, SDL America International Inc., Sonera and Kompis LLC in VA, MD, DC and CO. Handled daily IT network operations tasks such as documentation of IT related processes, TCP/IP configurations, analog installations, POS and administrative support of excel, office projects and troubleshooting of IT devices on networks. Responsibilities also pertained to daily internal support calls such as IT maintenance, repairs and installation of information technology equipment. Additional tasks pertained to specific installations, configurations, maintenance and repairs of analog terminals. Also responsible for routine tests of analog network, used commands to test POS equipment, terminals, terminators and repeaters to make sure equipment responded to analog signals. Installed, maintained and replaced LCD's, circuit boards, chip sets, cash registers, RJ wires, LAN cables and configured dip switches. Handled network transaction tests on networked terminals, installed POS printers, tested POS printers and attached hardware. Handled routine installations and configurations pertaining to windows 98, 2000 and windows XP as well as point to point wireless installations. Also handled windows 7 installations and configurations. Dual boot installations and configurations. Configured workstations, IP and sub net. More daily network operations management requests included making crossover, cat five and cat six LAN cables. Additional operations support experience also included to fulfill requests such as construction of approximately 1000 PC's, components installations of motherboards, processors, random access memory, compact disc. readers, floppy's, fire wire, power source, fan, cards, BIOS configuration, operating system and configurations thereof. Prepared, installed and configured hundreds of factory delivered printers according to HP specifications. Also installed and configured scanner equipment, LCD screens, monitors, wireless routers as well as TCP/IP based surveillance equipment. Followed field technical specifications to deploy and configure work stations to communicate with private network. In addition, network operations experience also includes night shift tasks such as to follow specific IT instructions and use instructions to complete migrations of ME system files to other operating systems as well as to document migration success. Other non routine installation experiences include projects to mount server racks, installation of server hardware, windows server 2003, active directory and configuration of software installations. Additional non routine installation skill includes windows 7, 10, Apple Macintosh desktop installation and basic configuration of Apple software. Technology research experiences include command line research on internet sites, Ubuntu server and desktop research, freeware research, text conversions, test and analysis of text converters. Examples: researched, tested and compared converted text of Babel-Fish, World-Lingo, Reverse, Lingo 24, Translator, Toggle and Google. Skill and experience with multi-functional information technology equipment include Xerox and Rico. Responded to services calls, tested, analyzed, documented, repaired, replaced Xerox legacy technologies pertaining to 200, 300, 400 and 500 series. Additional experiences include hands on and on site replacement of parts such as OCR hardware, hard drives, circuit boards, LCD touch pads, rollers, fuse, broken paper trays, wheels, feeders and sensors. Additional responsibilities included installations and upgrades of Xerox software. Technical writing skill and experiences include tasks to write technical instructions for end users and also informative technical writings on undocumented technical

processes for decision makers. Other technical writing experiences include reports and executive summaries. To read a published executive summary example please copy and paste this link [http://media.wix.com/ugd/5b790a\\_24d324e7a1fa4b74b39659e70654c54a.pdf](http://media.wix.com/ugd/5b790a_24d324e7a1fa4b74b39659e70654c54a.pdf).

Lead Database Editor. [www.GSIONLINE.com](http://www.GSIONLINE.com), Washington D.C. November 2001 - July 2004. Lead database and IT production support to team as well as management. Production operations experiences include troubleshooting, investigating and analyzing IT related production issues as well as to suggest improvements of processes leading to production problems. Handled research, scanning, OCR related components, data entry and upload of entered data to web. Tasks also involved documentation of completed tasks on a daily basis, technical writing, quality assurance and documentation of assured quality. Handled a multitude of device technologies, configurations of OCR technologies and SEC related files. Also worked with technical departments to help explain IT production processes, SQL queries, MS office processes and applied adobe tasks.

Customer Service Representative: MCI WorldCom. Arlington, VA. April 2001 - November 2001. Client support, research, business communications and e-mail response to hundreds of clients.

Online Research Internship. IRRC, Washington D.C. September 2000 - April 2001. Used administrative tools to perform online research tasks, specifics in published corporate texts such as social responsibility, documented research, summarized and wrote reports on research findings and performed share holder calculations as well as technical writings on specific input at board meetings. In addition, also handled communication with investors, handled calculations of data published in annual reports and used online tools to complete daily production processes such a Lexis Nexis and MS Excel.

#### EDUCATION

Class B License 07-241-0537 CO. CDL College, Aurora, CO. Class B commercial and practical training: Graduation: May 2011. Completed theory and approximately 1000 miles of class B commercial driving in Aurora, Colorado.

AAS Network Administration. NOVA, Alexandria, VA. January 2003-July 2006. Student at Northern VA Community College where I completed 64 credits of AAS network administration and business course work. Tech classes included technical writing, TCP/IP simulation, configuration, installation training, DOS command line and basic programming.

Masters Degree. USIU, San Diego, CA. Graduation: June 1999. International Relations: International Economic Relations and Area Development. Studied international relations theory, completed 44 units of IR course work, IR writings on specific conflict issues, completed research projects, completed presentations on IR topics, finished with thesis writings on membership quagmires of monetary integration politics and technical issues thereof.

#### SHORT TERM PROJECTS

Customer Service. July 2011 - October 2015. Valero Diamond Shamrock (Monument, CO); Field Works Inc (Boulder, CO); Vagabond Inn (Chico, CA); Select Staffing (Salinas, CA).